

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:1678

ANSWERED ON:02.08.2001

CATERING SERVICE IN TRAINS

DINESH CHANDRA YADAV;RAM JEEVAN SINGH;RAMCHANDRA PASWAN;RENU KUMARI SINGH

Will the Minister of RAILWAYS be pleased to state:

- (a) the criteria adopted by the railways to dispose of complaints regarding catering services in trains;
- (b) the number of complaints received by the Railway Vigilance Department during the last three years, zone-wise;
- (c) the number of cases in which action has been taken as recommended by the Vigilance Department by the Zonal railways during the said period;
- (d) whether the railways have formulated a policy that new contracts will not be awarded and existing contract could also be scrapped to those catering firms against whom more than five complaints have been lodged; and
- (e) if so, the names of the firms whose contract has been scrapped so far and which have been black listed and disqualified during the said period?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS AND PARLIAMENTARY AFFAIRS (SHRI O. RAJAGOPAL)

(a) Whenever complaints are received, investigations are conducted by the zonal railways and in case the allegations are substantiated the departmental action is initiated against staff in case of departmental catering and fines imposed or licence/supply discontinued in case of private licensees/suppliers.

(b) and (c) Details of complaints received by the Railway Vigilance and the number of cases in which action has been taken on the recommendations of the Vigilance Department during the last three years, zone-wise is given in the Appendix.

(d) No, Sir.

(e) Catering contracts are awarded by the Zonal Railways after following prescribed procedure and guidelines. Among the other eligibility criteria, the past experience and professional ability of the applicants are taken into consideration. At the time of renewal of the existing licences, past performance including any complaint of a serious nature is examined by the Screening Committee.

In case of any serious irregularity even the existing licence can be terminated. One catering/vending licence was disqualified and one contractor was terminated by the zonal railways during this period.

APPENDIX

Appendix as referred in part (b) and (c) of the Lok Sabha Unstarred Question No.1678 to be answered in the Lok Sabha on 02.08.2001.

No. of Railway received by the Railway Vigilance during the last three years	No. cases in complaints which action has been taken as recommended by the Vigilance during the last three years	
1. Central	4	4
2. Eastern	1	under enquiry

3.	Northern	6	6
4.	North Eastern	Nil	Nil
5.	N.F.	Nil	Nil
6.	Southern	17	1
7	South Central	Nil	Nil
8.	South Eastern	2	1
9.	Western	13	13